

Home Luminaires Warranty Conditions – for Europe

Dear Customer

Thank you for purchasing this Philips product, we highly appreciate your choice for the Philips brand and wish you lots of pleasure using your product.

This product is specifically designed and developed for domestic use in normal conditions and operation only. The lifetime mentioned on the packaging is an average only (in accordance with standards L70B50 and IEC60969 norms) and is based on an average of 3 burning hours per day. If you encounter any difficulties with the use of the product, we recommend that you first consult the user manual and the information on our website. Subject to the terms and conditions hereof, we as the manufacturer (Signify Netherlands B.V., International Business Reply Service I.B.R.S. / C.C.R.I. Numéro 10461 5600 VB Eindhoven, The Netherlands) warrant that the product is free from defects in materials and workmanship for a period of two (2) years after the date of purchase, unless a different period is stated in or on the packaging of the product and subject to maintenance of the product in accordance with the care and cleaning instructions laid down in the user manual. Unless statutory provisions of applicable law regulate otherwise, our obligations under warranty will be limited, at our option, to either repair, to provide a replacement product for the defective product or to offer an appropriate credit for the purchase price for the defective product. (De)mounting and/or (de)installation and labour costs are excluded from warranty, as well as broken glass, batteries and replaceable bulbs. Our remedies under warranty will not extend or renew the original applicable warranty period. We are entitled, at our option, to replace the defective product covered by warranty, with a product that has minor deviations in design and/or specifications which do not affect the functionality of the product. In order to be entitled to make a valid claim under this warranty, you must present to us (or our representative) on request, an adequate receipt of your purchase and the defective product for analysis. To the maximum extent permitted by applicable law, this policy sets out our entire liability as the manufacturer, in connection with defective or non-conforming products. We will not be liable to you for other losses or indirect or consequential damages (including but not limited to loss of data or loss of income), nor compensate you for activities such as regular maintenance, saving or restoring data. Your statutory rights arising from applicable law are not affected by this voluntarily provided manufacturer's warranty.

If you offer your product for service in a country other than the country where you purchased the product, we will try to have your product serviced against the warranty terms of the country where you purchased the product.

To obtain service within the warranty period, please contact your dealer or the Philips Consumer Care center. The contact details can be found on: www.philips.com/lighting .

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